

TECHNICAL INFORMATION

8. MULTIMEDIA SERVICES

1. The Keesler Air Force Base (AFB) Multimedia Service Center (BMMSC) is one of the largest of its type in the Air Education and Training Command (AETC) and has a far reaching reputation for the quality and timeliness of its products and services. The BMMSC mission encompasses virtually every type of Multimedia (MM) product from simple presentation slides to fully articulated complex models and complex video productions and broadcasts. In satisfying stringent quality requirements, the BMMSC at Keesler AFB routinely provides services well beyond the scope of other Air Force BMMSC's to support the training requirements of the Keesler Technical Training Group and Medical Group. The critical nature of this requirement dictates that full support capability be available on short notice, with quick turnaround times to meet both normal and surge requirements such as Operational Readiness Inspection (ORI), Scope Warrior, Special Olympics, Distinguished Visitor (DV) arrivals, etc. There are high priority base requirements supported on a daily and even hourly basis. In full-filling these strict requirements, the BMMSC must be fully capable of simultaneous operation in all functional areas throughout the year. Multimedia is be a service dedicated to providing quality products and services in the following major service groups: Still Photography, Graphic Arts, Video Production and Documentation, Interactive Videoteletraining (IVT) Satellite Broadcasts and Presentations. The BMMSC produces approximately 280,000 photographic products, over 150,000 graphic arts products, over 100 video productions/broadcasts and thousands of presentation initiatives to meet customer demands identified in over 9,000 work orders per year. The service provider handles copyright and classified material.

2. Still Photographic products and services include, but are not limited to, processing and producing color prints of various sizes, negatives, inter-negatives, digitized images, 35mm slides, 35mm transparencies, and conventional photo/dye sublimation color prints of various sizes; providing location, studio, alert, Public Affairs (PA) photojournalism, medical photography, Interactive Courseware photography and in-lab tabletop photography, as well as technical photography for official passports and citizenship, special duty assignment, alert, disaster and emergency services. Graphic Arts products and services offer a wide variety of products and services that include, but are not limited to, artwork (illustrations and fine arts), displays and exhibits, vugraphs, digital presentations, book covers, interior and/or exterior temporary signs, nameplates/nametags, posters, charts, general maps and floor plans, training textbook illustrations, camera-ready art, digitized images, duplicates, and mounting and edging of BMMSC or customer provided visual information products. Presentations include providing media support to include, but not limited to, maintaining a media library, and issuing media and equipment for customer use, the set-up and/or operation of briefings/seminars/workshops/meetings for customers. Video products and services include video production and Video Teleconferencing (VTC) and Interactive Videoteletraining Services (IVT), Video documentation (VIDOC), Commanders Access Channel (CAC) and Video Productions. Video production includes, but is not limited to,

training development media, videography/photography, animated and 3D digital graphics imaging, scripting, lighting, actors, prop and other scene requirements, use of video cameras, master videotapes, computerized courseware, audio recording, edit/inspection of master materials, revise/duplicate, editing service, and transfer/record pre-recorded audiotapes and disks. VTC duties include operation of the VTC equipment, scheduling conferences, accomplishing calls, documenting conferences, and assisting customers in receiving or transmitting conferences. IVT duties include, but are not limited to, the duties outlined in VTC and video production requirements. Multimedia equipment maintenance includes, but is not limited to, all forms and levels of equipment upkeep from simple Preventive Maintenance Inspections (PMI) and cleaning through complete inspection, assembly, repair, corrosion control, re-assembly, adjustment, and calibration.

3. All multimedia products produced by the service provider are the sole property of the United States Government and are not to be sold or used by the service provider for any purpose. VI materials produced by the service provider must be kept within the bounds of propriety and good taste and not contain any illustrations, scenes, or language which would discredit the United States Air Force and subject it to public disfavor or ridicule.

4. Upon written request, the service provider provides advice and assistance on current multimedia materials, methods, equipment, techniques and facilities available. The service provider ensures that graphics, photo, video and presentation personnel are available to plan, review and supply rough designs, estimates and procedures to meet requesting organizational needs.

a. Work request priorities

Work Request Priorities	
Priority 1	When the work requested is of an emergency or quick turnaround in nature.
Priority 2	When the work requested is in minimum time, requiring a quicker than normal but not emergency response.
Priority 3	When the work requested is in a routine or programmed, recurring basis.
Priority 4	When the work requested is of such a complex nature that delivery times are arranged with requesting agencies. Examples of this work are models, fine arts, murals, 2D and 3D displays/exhibits.